



User accounts: migrating from phone to email login

Dot Johnstone - 2024-06-24 - FAQ

SIPcity users are now able to log in using their email address instead of a phone number.

Your email is your pass to log into the Cloud PBX, the [Web App](#) (with online calling, messaging, and video meetings), and the [MySIPcity](#) mobile app.

Creating users

If you or a co-worker has been using SIPcity without an account, you need to request for an Administrator to create user accounts by following these steps:

1. Log in to the [Cloud PBX](#).
2. Under **Profile**, click **Contact information**.
3. Click **Create new users** on the top right corner of the **User Profiles** list.
4. Enter the email addresses of the users you want to invite to SIPcity and click **Next**.
5. On the next screen, for each email you've entered you can select a user type (Standard User or Admin) and assign phone numbers to that user.
6. Click **Submit** to finish the process. Invited users will receive an email with instructions on how to finish setting up their accounts.

Assigning numbers to existing users

Users are now assigned phone numbers directly on the Cloud PBX. The phone numbers that were assigned to your user will become available to use on the Web App and the MySIPcity mobile app.

This does not apply to desk phones and other VoIP-enabled equipment, which will continue to use number-and-password-based authentication.

Here's how to assign numbers to existing users, or how to add or remove a phone number from a user:

1. Log in to the [Cloud PBX](#).
2. Under **Profile**, click **Contact information**.
3. On the **User Profiles** list, locate the user whose numbers you'd like to edit.
4. Click the Edit icon



to open a modal with that user's information.

5. In the **Account numbers** field, search and select the phone numbers to add to that user.
6. When finished editing, click **Save user**.